

I implore you to allow VRS to become a 24 hour/ 7 days a week service. Currently most providers have a limited hour of operations, this imposes a number of inconveniences. Additionally, most Video Interpreters do not answer incoming calls as promptly as standard TTY Relay (10 seconds) this is totally unfair and prevents equal access. VRS Providers should answer all calls within 12 seconds or less. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS.